

# Capital Projects

## Construction Impacts to Your Community

The Bureau of Water and Wastewater endeavors to be a best in class utility marked by leadership and quality service. While our business is pressing and disruptive by nature, we must still be good neighbors to earn the distinction of being quality service providers.

For all scheduled work, providing advance notice to citizens is vital for preventing confusion, for minimizing complications for other agencies, and it is just plain courteous. You are our customers, and we owe it to you to provide vital information in a timely manner. Proper advance notifications can reduce or eliminate calls and complaints from you, our citizens, who want to know “what is going on?”

When underground utility work is scheduled on or adjacent to a private property, a notification letter will be prepared and distributed to residents, businesses, and institutions that will be impacted by the work. Nearby neighbors also will receive a notice.

### Instances requiring 48 hours or more notification:

- Scheduled contract work that requires temporary water outages.
- Possible or expected discolored water.
- Possible or expected low water pressure.
- Paving disturbances—sidewalks, streets and alleys.
- Removal of vegetation including lawns, shrubs and trees.
- Street closures and detours.
- Barriers to vehicles and pedestrians.
- The erection of temporary structures or temporary mains.

- Loud noise—especially near institutions, e.g. schools and churches, and at night.
- Other circumstances where a courtesy or safety notification may be required.

NOTE: If the area impacted is exceptionally large, 0.5 square miles or more, or impacts hospitals, schools, nursing homes, dialysis centers or similar institutions, we will notify you at least one week or two weeks in advance.

### Water emergencies are generally defined as:

- Unanticipated damage on a main, valve, hydrant or drain requiring immediate attention.
- Flooding and damage of public or private property.
- Work related to immediate public safety and health considerations. This would include sewage overflows, hydrant work where backup protection is unavailable, off-site valve repair or replacement to address a shutdown on a broken main, etc.
- Action related to providing immediate assistance to other agencies or utilities. This would include aid to BGE, Veolia, and city and county fire departments as emergencies warrant such as gas and steam leaks, fires, train derailments, etc.

**For more information, call 311 or email [publicworks@baltimorecity.gov](mailto:publicworks@baltimorecity.gov).**

**cleanwater**baltimore  
[www.cleanwaterbaltimore.org](http://www.cleanwaterbaltimore.org)



Stephanie Rawlings-Blake  
Mayor



Rudolph S. Chow, P.E.  
Director



Kumasi Vines  
Acting Bureau Head

